

*Come work at CDSS where . . .*

# People come First!

## THE ADULT PROGRAMS DIVISION

HAS TWO IMMEDIATE OPENINGS IN THE  
QUALITY ASSURANCE RESEARCH & TRAINING UNIT  
FOR THE FOLLOWING POSITIONS:

**STAFF SERVICES ANALYST/ASSOCIATE  
GOVERNMENTAL PROGRAM ANALYST**



## EMPLOYMENT OPPORTUNITY

Interested in locating to an inviting work environment that offers FREE parking and access to light rail?

Interested in working for a Program that is delivered through California's 58 counties and assists in providing domestic and personal care services to aged, blind and disabled recipients?

The Department of Social Services, Adult Programs Division has an immediate opening to help you fulfill your desire to serve California's most fragile residents.

Come join a wonderful group of highly skilled and motivated individuals who are out to make a difference in the lives of those in need.

To find out more information and view a copy of the duty statement, please click on the appropriate link. Once you have viewed the information if you still have questions, please contact Chisa Brite at 916-229-4002.

Your signed state application can be mailed/faxed to the location specified below, or e-mailed to [Chisa.Brite@dss.ca.gov](mailto:Chisa.Brite@dss.ca.gov).

Applications will be evaluated based on eligibility and desired qualifications, and interviews may be scheduled. All appointments are subject to SROA/Surplus provisions.

**CDSS EMPLOYEES ARE ENCOURAGED TO APPLY.**

**Final File Date: UNTIL FILLED**

If interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

**Contact Information:** Chisa Brite  
8745 Folsom Blvd., Ste 230 MS 19-92  
Sacramento, CA 95826  
916-229-4002 / 916-229-3155 (fax)



**DUTY STATEMENT**  
**ADULT PROGRAMS BRANCH**  
**OPERATIONS & QUALITY ASSURANCE BUREAU**  
**QUALITY ASSURANCE RESEARCH & TRAINING UNIT**  
**ASSOCIATE GOVERNMENTAL PROGRAM ANALYST**

Under the supervision of the Quality Assurance Research and Training Unit Manager, Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) will work in the Quality Assurance Research and Training (QA R&T) Unit performing a variety of administrative functions related to the activities of the Adult Programs Operations and Quality Assurance (APO&QA) Bureau. The AGPA is the journey level position and may act in a lead capacity. The Unit's primary functions include:

- Working with the contractor for the In-Home Supportive Services (IHSS) Social Worker Training Academy, including all phases of contract procurement and monitoring training sessions as needed.
- Working with the contractor for IHSS Hourly Task Guidelines (HTGs) and Continuous Improvement Process (CIP) project, CSU's Institute for Social Research (ISR), including data preparation and analysis, and report review.
- Participating in workgroups with State and county staff and stakeholders as needed.
- Evaluating automated data matches and following up with counties, including conducting annual error-rate studies.
- Working with the Department of Health Care Services (DHCS) on IHSS fraud/program integrity issues as needed.
- Responding to a variety of questions from counties regarding QA issues and assessment standards.
- Developing and maintaining review/report tools for county and State staff use.
- Providing operational assistance to the AP O&QA Bureau's two Monitoring Units as needed.
- Maintaining statistical data regarding county and State review findings and writing summary reports of the data.

- Assisting in the development of regulations as needed.
- Writing All-County Letters/Information Notices (ACLs/ACINs), memorandums, etc.

#### **SPECIFIC JOB ASSIGNMENT**

- |     |                                                                                                                                                                                                          |            |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 1.  | Perform duties related to IHSS HTGs and CIP                                                                                                                                                              | <b>25%</b> |
|     | a. Assist in the collection, sorting, entering, and cleansing of data for further analysis by ISR.                                                                                                       |            |
|     | b. Assist in the review of detailed analysis of quantitative data reports prepared by ISR.                                                                                                               |            |
|     | c. Participate in strategic planning and coordination of efforts with ISR.                                                                                                                               |            |
| 2.  | Perform duties related to statewide IHSS Social Worker Training Academy                                                                                                                                  | <b>15%</b> |
|     | a. Review course material prepared by the contractor to ensure consistency with regulations and policy.                                                                                                  |            |
|     | b. Attend curriculum development meetings, training pilots, and training sessions as needed.                                                                                                             |            |
| 3.  | Evaluate findings from automated data match activities and follow-up with counties; including annual error-rate studies.                                                                                 | <b>15%</b> |
| 4.  | Respond to the more complex written and telephone inquiries from county staff, advocates, and the public regarding QA procedures, training, and fraud issues.                                            | <b>10%</b> |
| 5.  | Act as liaison with counties and DHCS on fraud-related measures.                                                                                                                                         | <b>5%</b>  |
| 6.  | Participate in workgroups with State and county staff and stakeholders.                                                                                                                                  | <b>5%</b>  |
| 7.  | Provide operational assistance to QA Monitoring Units.                                                                                                                                                   | <b>5%</b>  |
| 8.  | Participate in all phases of regulation development for the Personal Care Service Program (PCSP), IHSS Plus Waiver (IPW), and IHSS-Residual Program, and other regulations related to the QA Initiative. | <b>5%</b>  |
| 9.  | Write ACLs/ACINs, memorandums, etc.                                                                                                                                                                      | <b>5%</b>  |
| 10. | Travel related to duties listed above.                                                                                                                                                                   | <b>5%</b>  |
| 11. | Other related duties, as defined by the Unit Supervisor.                                                                                                                                                 | <b>5%</b>  |

### **SUPERVISION RECEIVED**

The AGPA is directly supervised by the Unit Manager, but may receive some assignments and direction from a lead analyst on certain projects. The incumbent is required to utilize initiative and resourcefulness in completing assignments. Work products are typically reviewed in draft prior to being submitted in final to assure their adequacy in scope and tone. Work products, even in draft, should always be accurate and complete. The AGPA's performance should be creative and resourceful, and demonstrate personal initiative.

### **SUPERVISION EXERCISED**

The AGPA may be required to act as a lead analyst on special or complex projects and/or act for the Unit Manager in his/her absence.

### **ADMINISTRATIVE RESPONSIBILITY**

None.

### **PERSONAL CONTACTS**

The AGPA will have frequent contact with all levels of departmental employees, representatives from other governmental agencies, legislative and legal staff, contractors, and members of the general public.

### **ACTIONS AND CONSEQUENCES**

Failure to use good judgment in researching and handling sensitive and confidential material and in imparting information could result in misspent program dollars, litigation against the Department or information being released to unauthorized persons in violation of State and Federal law, as well as a negative impact on the success of the QA Initiative.

### **OTHER INFORMATION**

The AGPA must have the ability to establish effective working relationships, possess excellent written and verbal communication skills, possess an understanding of basic statistical concepts and terminology, have strong MS Excel and Access skills, demonstrate the ability to work cooperatively and effectively as part of a team, work under pressure and complete assignments in a timely manner, and be capable of spending prolonged periods collecting, sorting, entering, and analyzing data.